

Performance Management System

The Colorado Energy Office uses the following performance management components to ensure a culture of continuous improvement.

CEO sets the framework for its annual strategic planning process based on the following factors: its SMART Act commitment, market focus and statutory requirements, environmental changes, available resources, and past performance assessments. Goals are established based on these factors and tied to staff performance plans.

CEO reviews progress toward goals through a multi-level engagement process (from front line program staff through management to reporting to the Governor's Office).

- Program managers/staff track, assess, and report on Strategic Policy Initiative (long-term goals) progress on a regular basis (minimal is annually depending on the data source). This information is communicated to unit directors, the Director and Deputy Director, through leadership meetings, and quarterly reports sent to the Office of State Planning and Budgeting.
- Program managers/staff track, assess and report on lead goal (annual goals) progress on a monthly basis. This information is communicated to unit directors, the Director and Deputy Director, at weekly/bi-weekly unit meetings, through monthly reports sent to the Deputy and Director and the Governor's Office, and scoreboard progress presentations at monthly staff meetings.
- Program managers/staff track and assess operational processes on a weekly or bimonthly basis. This information is discussed and assessed at one-on-one meetings with unit directors. Key measures are reported to the Office of State Planning and Budgeting in CEO's quarterly reports. Through identified operational measures, program managers/staff can respond make adjustments as necessary to ensure optimal operational performance.

CEO conducts annual reviews of goal performance as a basis for establishing the next year's goals and allocating resources.

To provide a visible culture of accountability and continuous improvement for all staff, CEO uses a color-coded scoreboard at monthly staff meetings. This monthly scoreboard provides a snapshot for staff to understand CEO's progress on annual goals. This culture of continuous improvement that is visible to all staff provides a mechanism to share knowledge and tools, and understand the interrelationship to all the goals, how each staff member contributes to goal success, and how to adapt to change based on available data.